



STAR Review in BFFS End User Lesson Plan



August, 2015 – Version 1.0

**STAR Review in BFFS – End User
Lesson Plan**

STAR Review in BFFS – End User (1 hour)

Lesson Overview

Purpose of the Lesson:	This lesson will provide LIEs and FEs the ability to respond to STAR errors cited using BFFS.
Prerequisite Training Requirements:	Prior to taking the STAR Review in BFFS – End User lesson, LIEs and FEs must have completed work items subject to review in BFFS.
Target Audience:	This lesson is for LIEs and FEs subject to quality review that are currently using BFFS to conduct daily workload.
Lesson References:	<ul style="list-style-type: none">• Fiduciary Program Manual. (2015). Retrieved from http://vaww.fiduciary.km.va.gov/system/templates/selfservice/va_ka/portal.html?portalid=55440000001030• BFFS User Guide (2014). Retrieved from http://vaww.fiduciary.km.va.gov/system/templates/selfservice/va_ka/portal.html?portalid=55440000001030
Lesson Objectives:	At the end of this lesson, students will be able to: <ul style="list-style-type: none">• Understand how STAR Reviews are processed in BFFS.• Recognize and respond appropriately in BFFS when a STAR error is received.

Instructor Notes

This Lync based lesson builds on the LIEs and FEs working knowledge of BFFS. Students will learn the intended workflow for the STAR Review process including timeliness and reconsideration requirements. Students will learn how to correctly recognize when a STAR error has been cited on their own "My Activities" list. At the end of the training LIEs and FEs will complete a course survey.


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PowerPoint Slides	Instructor Activities
STAR Review in BFFS – End User	<p>DISPLAY slide</p> <p>1 “STAR Review in BFFS – End User”</p> <p>INTRODUCE yourself as the instructor and introduce any fellow instructors.</p> <p>INTRODUCE the lesson.</p>
Poll Question	<p>DISPLAY poll question</p> <p>2 “Familiarity with STAR Review process”</p> <p>ASK students how familiar they are with the STAR Review process n overview of the day’s schedule. We will be together for 1 hour today:</p> <p>BUILD a Lync poll as follows:</p> <p>Question: On a scale of 1 to 5...How familiar are you with the STAR Review process?</p> <p>1- What is a STAR Review?</p> <p>2- I’ve seen a STAR Review...</p> <p>3- I can walk you through the STAR Review process.</p> <p>4- I know how to conduct a STAR Review.</p> <p>5- I can manage the STAR Review process.</p> <p>DISCUSS how the lesson will help everyone understand their role in the STAR Review process.</p>
Whiteboard Activity	<p>DISPLAY whiteboard activity</p> <p>3 “Student Introductions”</p> <p>ASK students to introduce themselves by typing the following on the whiteboard.</p> <p><i>Please type the following information so we can get to know each other:</i></p> <ul style="list-style-type: none"> • Name • Fun fact about yourself ☺

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<p>Lesson Objectives</p> <p>At the end of this lesson, you will be able to:</p> <ul style="list-style-type: none"> Understand how STAR Reviews are processed in BFFS. Recognize and respond appropriately in BFFS when a STAR error is received. 	<p>DISPLAY slide</p> <p>4 “Lesson Objectives”</p> <p>REVIEW how the class will help the hub improve service to beneficiaries by addressing issues as quickly as possible.</p> <p>EMPHASIZE the STAR Review process measures the hub’s accuracy not the individual’s quality.</p>
<p>Lesson References</p> <ul style="list-style-type: none"> Fiduciary Program Manual. (2015). Retrieved from http://vaww.fiduciary.km.va.gov/system/templates/selfservice/va_ka/portal.html?portalid=554400000001030 BFFS User Guide (2014). Retrieved from http://vaww.fiduciary.km.va.gov/system/templates/selfservice/va_ka/portal.html?portalid=554400000001030 Chapter 3. Appendix C. STAR Fiduciary Quality Review Checklist. (2015). Retrieved from http://vaww.fiduciary.km.va.gov/system/templates/selfservice/va_ka/portal.html?portalid=554400000001030 	<p>DISPLAY slide</p> <p>5 “Lesson References”</p> <p>IDENTIFY the lesson references.</p> <p>TELL students we used the Fiduciary Program Manual, BFFS User Guide and STAR Checklist to build this training.</p> <p>ASK students where would you go to find each of these documents? Answer: Knowledge Management (KM)</p>
<p>STAR Review Process</p>	<p>DISPLAY slide</p> <p>6 “STAR Review Process”</p> <p>DISCUSS how each user has a specific role in the process.</p> <p>EMPHASIZE the importance of returning error reviews promptly.</p>

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<p>Demonstration</p> 	<p>DISPLAY slide 7 “Demonstration”</p> <p>OPEN BFFS</p> <p>DEMONSTRATE a STAR Review as it travels from:</p> <ul style="list-style-type: none"> • QRT • Coach • End User • Coach • QRT • STAR <p>EMPHASIZE the ability to track the review at each stage.</p>
<p>Summary</p> <ul style="list-style-type: none"> • Understand how STAR Reviews are processed in BFFS. • Recognize and respond appropriately in BFFS when a STAR error is received. 	<p>DISPLAY slide 8 “Summary”</p> <p>REVIEW the information in the day’s lesson.</p> <p>REVIEW student responses to the icebreaker.</p>
<p>Questions?</p>	<p>DISPLAY slide 9 “Questions?”</p> <p>ASK students if they have any questions about the day’s lesson.</p> <p>RESPOND to all questions before tasking students to complete the assessment.</p>